

# FSSA – Provider Relations 2020

Indiana Family and Social Services Administration  
Office of Medicaid Policy and Planning  
2019



# Agenda

- Who is Provider Services?
- New Ideas for Provider Engagement
- Open Discussion



# Provider Services - Three Primary Functions



**Through the door**



**Navigate the highway**



**Access to policy**



# Provider Relations



Through the door



**Navigate the highway**



Provide documentation



# Provider Relations

- To help our providers navigate our complex system and solve their individual problems
- To listen to their broad concerns and advocate for change within other areas of Indiana Medicaid



# Engaging Providers

- Direct email/phone calls
- Provider association quarterly meetings
- In-person meetings with leadership
- Provider Workshops and Annual Seminar



# Newer Provider Relations Ideas



# IHCP Live (Webinar Series)

## Twin-approach:

- Shorter, programmatic focused presentations
- Provider-specific “open microphone” sessions





# IHCP Listens (Email/Web App)



## Three purposes:

- Feedback on State events
- Avenue to provide ideas for future events and presentations
- Collect questions for future clarifications

# IHCP Workshops

## Evolve into townhall forums

- Pose questions ahead of time
- Interact with the State and your regional provider representatives



# OMPP's Goal: Collaborating to Improve the Member and Provider Experience

## Four Key Strategies:

1. Promoting long-term sustainability of the program that ensures access
2. Advancing health outcomes
3. Increasing efficiency and reducing administrative burden
4. Investing in team members

Speaking with one voice is critical to our success



How can we help you?



# Annual Seminar / Provider Workshops

**Question:** *Broadly, what do you feel works well and does not work well about these events?*

**Question:** *What do we not do with these events that you would find beneficial?*



# General Communication

**Question:** *What's your preferred method for receiving information and interaction with the State?*

**Question:** *What are your thoughts on the written publications that are released (IHCP banners and bulletins)?*

**Question:** *What further activity could the State do that would make your participation with IHCP better?*



# How to Reach Us!

**\*\*\*Be sure to utilize your provider relations field representatives first\*\*\***

- [OMPPProviderRelations@fssa.IN.gov](mailto:OMPPProviderRelations@fssa.IN.gov)
  - For individual provider concerns requiring assistance from the State
- [IHCPListens@fssa.in.gov](mailto:IHCPListens@fssa.in.gov)
  - Feedback on IHCP presentations
  - Ideas for future presentations/workshops
  - Questions to be answered in future publications



# Session Survey - Tuesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1071>





# Session Survey - Wednesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1077>



# Session Survey - Thursday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1083>

